

FSPAMFPI02 – SQA Unit Code H5J3 04

Process instructions for straightforward mortgage and/or financial planning business



Overview

You must be able to accurately and efficiently process the client's requests for straightforward mortgage and/or financial planning products once these have been agreed with the financial planner or mortgage adviser. This includes establishing what adjustments the client would like to make, and obtaining sufficient and accurate information to support their request. You must be able to direct this request to the appropriate person and monitor progress through to completion and payment. You must also be able to take action in response to any discrepancies that emerge and maintain accurate and up-to-date records. You will need to be organised and systematic in the approach to your work and keep up-to-date with the information needs of colleagues.

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Performance criteria

You must be able to:

- P1 Submit instructions relating to the client's request to the product provider, in line with your organisation's procedures and timescales
- P2 Seek clarification or supporting information from the client to support their request, where required
- P3 Promptly refer requests that you are not authorised to deal with to the appropriate person / department
- P4 Monitor the progress of requests relating to mortgage or financial planning products with relevant parties, and keep relevant parties informed of any delays
- P5 Resolve any queries or discrepancies in the information supplied to the product provider
- P6 Prepare invoices detailing all chargeable products and services sold to clients for issue at the appropriate time
- P7 Accurately process payments in relation to the requested mortgage or financial planning products
- P8 Make sure documents received from the product provider are accurate and complete, resolving any discrepancies identified
- P9 Issue documents received from the product provider to the client in line with your organisation's procedures
- P10 Maintain accurate and up-to-date records in line with your organisation's requirements
- P11 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 The types of mortgage or financial planning products offered by your organisation
- K2 The types of adjustments that can be made to mortgage or financial planning products
- K3 The information required from the client in order to progress their request relating to mortgage or financial planning products
- K4 Your organisation's procedures for referring client requests and supporting information
- K5 Your organisation's procedures and timescales for monitoring requests relating to mortgage or financial planning products
- K6 Sources available to you for further information and guidance
- K7 The actions you are required to take in respect of delays and discrepancies you identify
- K8 Your organisation's procedures for processing payments
- K9 The types of documents you are required to issue to the client
- K10 Your organisation's procedures for recording and storing information
- K11 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities
- K12 The regulatory framework within which your organisation operates

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Additional Information

Behaviours

1. You are professional and courteous when dealing with clients as well as colleagues
2. You keep confidential information secure at all times
3. You pay attention to details that are critical to your work

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